

Medicaid Information Line
Effective Date: Sept. 19, 2012

(801) 538-6155
 (Salt Lake City area)

OR

(800) 662-9651
 (Outside Salt Lake, Idaho, Wyoming, Colorado, New Mexico, Arizona and Nevada)

OR

(801) 538-6155
 (Other States not listed above)

M A I N M E N U

1 Verify Eligibility

ELIGIBILITY MENU	
1 Access Now	2 Client Eligibility

2 Client

CLIENT MENU						
1 Transportation Services	2 CSUC (Billing)	3 DWS CaseWorker	4 Certificate of Creditable Coverage	5 Pharmacy Services	6 Report Misuse (PIU)	7 HPRs

TRANSPORTATION MENU	
2 Schedule Non-Emergency Non-Flex	3 Schedule Flex-Trans Trip

3 Provider

PROVIDER MENU								
1 Transportation	2 Customer Srvce & Medcr Crossover	3 Prior Auth	4 Provider Enrollment	5 Electronic Billing	6 Rx, NH, Med Supp, Hospice & Hosp Xover	7 Report Misuse (PIU)	8 Custody Medical	9 I.H.S. J.J.S.

CSU/MCARE MENU	
1 Institutional Xover claims	2 All other billings & Prof Xover claims

PRIOR AUTHORIZATION MENU										
0 ??? on codes - covered or require PA	9 Tubal Ligation, Vasectomy or transplant procedures	1 Dental, Vision, Audiology, Transport, Genetic Testing	2 Pharmacy & Psychiatric	3 Outpatient therapies, Diabetic Teaching & Emergency Only program	4 Wheelchair & Negative Pressure Wound therapy	5 MRI & Surgical Procedures	6 Sleep studies, cpap bipap & Hyperbaric Oxygen therapy	7 All other medical equip, in-patient rehab	8 Home Hlth & Private duty nursing	9 All Other Priors Auths

4 HMO

HMO MENU				
1 Covered Benefits	2 Address & Phone Number	3 Change Enrollment	4 HMO Billing Questions	5 Your Dr's HMO

6 New Choices Waiver

NC WAIVER
1 New Choice Waiver